

CURRICULUM VITAE

SIRIPORN SAWAREE

Spa Therapist

SKILLS & PERSONAL ATTRIBUTES

- ❖ Reception Abilities ❖ Strong Command of the English Language, Written & Spoken
 - ❖ Fun ❖ Hard Working
- ❖ Knowledge of Marketing ❖ Epic Customer Service ❖ Issue Resolution Skills
- ❖ Loves Gym, Beach, and Socializing ❖ International Traveler ❖ Works well independently
- ❖ Thrives in a Team ❖ Leadership Potential ❖ Experience Managing Sensitive Information
 - ❖ Adapts to Changes and Welcomes Responsibility ❖ Advanced computer knowledge.
 - ❖ Upbeat Attitude ❖ Ability to follow directions well ❖ Not Afraid to Communicate
 - ❖ Regular Utilization of Excel, Word, PowerPoint and Outlook Programs

EDUCATION

2013-2015: Australian Academy of Commerce, Sydney, Australia
Diploma of Marketing

2011-2012: Cambridge College Information, Sydney, Australia
Certificate of English Communication English

2011-2011: NIET, India
Communication English

2003-2007: Rattana Bundit University, Bangkok, Thailand
Bachelor Business Computer

WORK EXPERIENCE

Kata Rocks Infinite Luxury

16th MAR 2020 to Present

Spa therapist – Infinite Luxury Spa

Responsibilities

- Greet customers warmly and direct problem or call to the correct persons
- Provide company information and advise clients on services, deals, and promotions
- Collect pertinent guest information such as name, phone numbers, and payment details
- Resolve customer complaints via phone, email, mail, or social media
- Manage Guest Wellness Records
- Prioritized cleanliness for the Spa and Gym facilities.
- Provide expert level services, guidance, and training in relation to massage
- Provide aesthetics services such as facials and nails as required
- Actively contribute to Spa business and revenue
- Voluntarily assist with multiple department including F&B, House Keeping, Front of office, Marketing, and Reception.

HealtCare Onnut

20th AUG 2019 to 29th FEB 2020

Spa therapist - Spa and Wellness

Responsibilities

- Performing different types of massages, beauty treatments, facials and wellness therapies.
- Communicating with guests during massages to adjust massage techniques as required.
- Explaining massages, treatments, and therapies to guests and providing suitable recommendations as needed.
- Manage and keep the room cleaned and stocked

- Respond to all customer questions, needs and wants
- Suggest treatments to customers based on their needs
- Upsell when appropriate

Aware Corporation Ltd. (*Contract*)

16th MAY to 30th AUG 2019

Recruitment Executive – Human Relations

Responsibilities

- Collect and review resumes/applications for relevancy to offered position
- Selected eligible candidate profiles to proceed with the interview process
- Managed candidate documents used in the selection process
- Data entry and uploading of CV documents in Aware's ARM system
- Pre-screen candidates via phone call
- Utilize Outlook to manage emails
- Prepare documents for interviewer and interviewee
- Keep job description up to date in various recruitment portals

ALE Heavylift and Transport (*Nakhon Ratchasima Wind Power*)

16th OCT – 31st DEC 2019

Document Controller – Back Office

Responsibilities

- Prepare sensitive documents for distribution
- Collect, Scan and upload documents following ALE set procedure.
- Ensure all technical documents are collected and registered in the system.
- Records delivery orders, and equipment certificates in database system.
- Notify personnel of updates to the ALE the system.
- Updating Microsoft Excel sheet

Massage Link (Sydney, Australia)

2nd APR 2013 – 31st JUL 2018

Massage Therapist – Remedial Massage

Responsibilities

- Current and valid state license for massage therapy.
- Administration and Booking manager, making accurate reservation and provide information of massage treatment, products and offers.
- Polite front of reception service – face to face, by telephone and email.
- Greet and check in customers and visitors.
- Finance/payments administration.
- Selling gift vouchers.

Lotus Heng Heng (Sydney, Australia)

2nd APR 2013 – 31th JUL 2018

Massage Therapist – Remedial Massage

Responsibilities

- Provide directions to clients in activities such as remedial exercises
- Perform massage and treatments while maintaining the clients comfort at all times
- Administration and Booking manager, making accurate reservation and provide information of massage treatment, products and offers.
- Record treatments furnished to customers
- Ensure that treatment rooms are tidy and all the items available e.g. towels, candles, oils, etc.
- Aware of how to make reservation for massage and other treatment packages
- Perform duties in a professional manner to the full satisfaction of the Guests
- Understand the spa facilities and the price of memberships
- Selling gift vouchers.
- Actively contribute to Spa business and revenue
- Sofitel, Hilton, The star

C.C. CONTENT COMMERCIAL CO., LTD. (Thailand)

15th JUN 2007 – 31th NOV 2010

Assistant Administration – Front Office

Responsibilities

- Office management duties, such as filing, generating reports, creating presentations, setting up for meetings, and ordering supplies.
- Providing real-time scheduling support by booking appointments, preventing conflicts.
- Screening phone calls and routing callers to the appropriate party.
- Using computers to generate reports, transcribe minutes from meetings, create presentations and conduct research
- Greet and assist visitors.
- Maintain polite and professional communication via phone, e-mail and mail.
- Anticipate the needs of others in order to ensure their seamless and positive experience.